

**VERMONT LIMITED ENGLISH PROFICIENCY (LEP)
RESOURCES FOR THE GENERAL PUBLIC**

Service	Service Provider	Contact Information	Fee Structure
IN-PERSON INTERPRETATION	Association of Africans Living in Vermont (AALV) 20 Allen Street, 3 rd Floor Burlington, VT 05401	Online: complete the request form at www.AALVInterpret.org ; (your request will be confirmed by email) Email: send your request to AALVInterpret@yahoo.com	<ul style="list-style-type: none"> • Base rate is \$50 an hour • 15-minute minimum charge, then charge is for 15-min increments • No surcharge for afterhours, weekends, or holidays • No charge for first 50 miles, state mileage rates used thereafter • No charge for cancellations with at least 12 hours notice; one hour charge for less than 12 hours notice • Telephone call to client to confirm appt is available for \$5 per appt
IN-PERSON INTERPRETATION	Vermont Refugee Resettlement Program (VRRP) 462 Hegeman Ave., Suite 101 Colchester, VT 05446	Jacqueline Rose, Coordinator, Interpretation Services Tel. (802) 654-1706 Fax (802) 655-4020 E-mail jrose@uscrvt.org	<ul style="list-style-type: none"> • Base rate of \$70.00 an hour during state working business hours, 1 hour minimum. • Outside VRRP business hours, on weekends or Federal holidays: \$20.00 per hour surcharge. • No travel time or mileage fee in Burlington, Winooski, Essex Junction, Colchester or South Burlington. Outside above area, travel charge of \$1.50 per mile (in lieu of mileage and travel time). • Telephone confirmation of appointment by interpreter to client available on request for \$15.00 per appointment. • VRRP not responsible for client's response or incorrect contact information.

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TELEPHONIC INTERPRETATION	Voiance Language Services / CyraCom (formerly LLE) Contact: Christy Liu Phone: 1-866-742-9080, ext.1828	To request telephonic interpreter: <ul style="list-style-type: none"> For accounts opened with LLE before they merged with Voiance in 2009: Call 1-800-234-0780 + account access code - say the language For accounts opened with Voiance: Call 1-866-998-0338 + Last 5 digits of your account number + 4-digit pin - say the language To request written translation: Christy Liu: cliu@voiance.com Fax: (520) 745-9022 	<ul style="list-style-type: none"> Rate is \$1.21 per minute for telephonic interpretation. Flat rate across 170 languages, 24/7/365
VOICE-MAIL INTERPRETATION For messages left on your voice-mail in foreign languages (Available <u>only</u> for languages spoken at VRRP)	VRRP 462 Hegeman Ave., Suite 101 Colchester, VT 05446	Jacqueline Rose, Coordinator Tel. (802) 654-1706 E-Mail jrose@uscrvt.org	<ul style="list-style-type: none"> \$15 per 15 minute message (minimum)
WRITTEN TRANSLATION	CyraCom 5780 N Swan Rd, Tucson, AZ 85718 (800) 713-4950	E-Mail: cliebner@cyracom..com or nfo@cyracom.com 800-713-4950 ext. 1857	<ul style="list-style-type: none"> <i>Check with provider</i>